



## CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

**Shawn Stillman**  
**UNIT Coordinator**  
*s.stillman@ci.danbury.ct.us*

**203-796-8026**

Livable Neighborhoods 2011  
*"Building a Better Danbury"*

**September 2011**

September 26, 2011

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time of last month's City Council report. This does not include any UNIT activity regarding follow up and re-inspection work from previously noted issues. The UNIT works to ensure that each and every issue is resolved as quickly as possible.

<b>Time Period</b>	<b>August 29 – September 26, 2011</b>
<b>Number of Quality of Life Issues</b>	82
<b>One Year Ago</b>	128

The top issues addressed by the UNIT were:

- Miscellaneous (22)
- Properties with debris on it (19)
- Front Lawn Parking (12)
- Unregistered/abandoned cars (8)
- Blight (8)

The UNIT is dedicating the next few weeks to following up on and closing out older issues and complaints. It's a never ending cycle that as new complaints come in, previous issues and the related follow up get moved off stage. This is a continual challenge of our department as our goal is to handle every single complaint right away. Priorities change constantly and daily agendas/to-do lists are often hard to satisfy. We anticipate to successfully closing out several older issues.

**Great Job Jeff and 311!**

The Danbury area certainly received a pounding over the last month with a tremendous amount of rain, as well as Hurricane Irene. Residents were frustrated by flooded roads, downed trees and no power for several days. Many residents turned to Danbury's

CityLine 311 to register complaints and to seek updates. Thank you to Jeff Preston, Danbury's 311 Customer Service Specialist for managing an incredibly high volume of never ending calls during the day and week after the hurricane. The 311 office received more than 4x the amount of calls in a one week period! Additionally, Jeff came in to work on Sunday, the day of the hurricane, in order to be available to the residents using 311. Thank you Jeff, for your hard work and dedication!

### **September Accomplishment:**

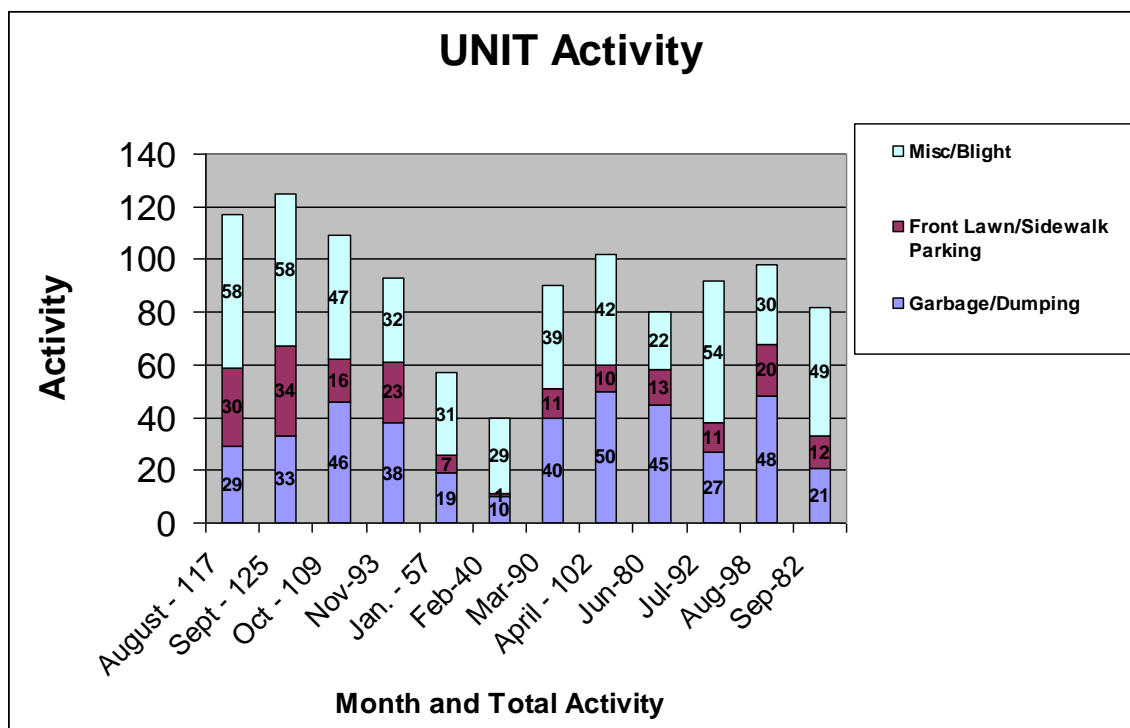
Early in the month, the Danbury Police Department contacted the UNIT regarding a home on Cedar Crest Drive that was determined to be unsanitary to live in. The hope was that our department could provide assistance to the two elderly people that lived there. One of the residents was admitted to the hospital. Our department took immediate action. I coordinated a meeting with the residents at Danbury Hospital and included the Welfare Department because I wanted to ensure that these individuals were getting the support that they qualify for. They do not have anymore family around, so I assisted a close family friend by coordinating a clean up crew to the house and lawn getting mowed, etc. Currently, three weeks later, the house, which was once a dreadfully, unsanitary place to live, is now clean and currently undergoing further work to sustain these two residents when they are discharged from hospital care. This was one of those cases are that are not always clear cut and easy to solve. It involved many phone calls and follow up, as well the challenge of dealing with the sensitivity of issue. In baseball terms, this hard work and inevitable success is not something that will show up on the stat sheet, but certainly the effort was well worth it.

### **FCI Partnership:**

For the next few weeks, the UNIT will utilize the help of the FCI community two times a week. Various projects have been slated ranging from trash/litter pickup over many areas around town, administrative filing, and brush/leaf removal from sidewalks and streets. Our partnership has been terrific and the City of Danbury has benefited tremendously as a result of it. My intention will be to continue our relationship year round, including during the winter.

The goal of the UNIT is to improve the quality of life in Danbury and maintain the city as a desirable place to live. The UNIT is committed to addressing and resolving these issues as quickly as possible and continues to be the department where residents can come to register their complaint and get the quality service that they expect. We will continue to proudly serve and follow up on complaints as best as we can. Our office seeks quick resolution to the quality of life complaints we receive.

Below is a bar graph illustrating the monthly totals of UNIT service requests for various concerns. Front lawn parking and garbage/debris result in the majority of the daily issues faced by the UNIT. Miscellaneous may include homes in disrepair, illegal dumping, blight, etc.



### **311 Call Center Report: September 2011**

The month of September saw the 311 Call Center receive more than 1300 calls, as Hurricane/Tropical Storm Irene brought more than 600 inquiries from residents relating to power outages, road closures, and flooding. The remnants of Tropical Storm Lee caused severe flooding in the area and brought in more than 60 calls relating to road closures, flooded basements, and general drainage inquiries. Phone number requests totaled 222 calls for the month and questions regarding where residents may dispose of their household garbage totaled 41 calls and information regarding the recycling truck totaled 11 calls. Call volume for September 24's Household Hazardous Waste Day was somewhat lower than expected, at 37 calls, which may have been due to the tempest conditions throughout the month. Residents inquiring about the fall leaf pick-up program placed 29 calls and are eagerly anticipating the beginning of the program October 14 to dispose of small branches that came down in the early part of the month. The autumn months traditionally bring many calls regarding fallen leaves in the road as well as neighbors pushing their yard debris into the road. Residents are reminded that it is their responsibility to keep the catch basin in front of their house clear of debris and may also call 311 to report an instance of someone blowing or pushing leaves into the road – which may present drainage problems as autumn rains persist through the coming weeks.

The UNIT continues to encourage the participation of Danbury's residents to report any concerns in their neighborhood by utilizing the City Line 311 system. Residents of Danbury can simply dial 311 from their home phones, or 203-744-4311 from out of town or cell phones. Additionally, residents can log on to the City's webpage, [www.ci.danbury.ct.us](http://www.ci.danbury.ct.us), and click on the City Line 311 link and register their complaint at their convenience, and now, residents can utilize the Danbury Direct app from their iPhone to submit a concern or question. Residents can choose to provide their contact information, so the UNIT can follow up and provide an update on the situation. By visiting the Neighborhood Assistance Department on the City's website, residents will also be able to view the UNIT's monthly activity.

If we can be of any assistance to you or residents in your ward please contact us at 796-8026 or 311.

Sincerely,  
Shawn Stillman  
Coordinator, Office of Neighborhood Assistance